

2) a task management part that analyzes job order relations based on electronic data transmitted/received among operators, and manages information on the job order relations, as recited in claims 5 and 26; and

3) a job feature extraction part that extracts features of the jobs of operators from distribution of the conversations extracted by said conversation management part, as recited in claims 7 and 27.

#### Claims 1 and 25

Brooks discloses a call-management method and system for distributing calls to individuals, and more particularly to distributing calls among a collection of agents based upon the individual call-handling capabilities of the agents (See col. 1, lines 12-16.)

The Office Action asserts that Brooks discloses "a match analysis report summarizes all calls received by skill expression and shows the abandon rate per skill expression" (Office Action, page 3). However, a "match analysis report" does not "extract a plurality of documents from said document management part." The document management part was identified in the Office Action as the ResumeCode field which is used to manage agent resumes (See col. 9, lines 34-37.) Nowhere in Brooks is it disclosed that the match analysis report extracts a plurality of documents (agent resumes) managed by the ResumeCode field.

Furthermore, the match analysis report does not extract a plurality of documents generated by one operator, (each operator presumably generates only one resume), but instead summarizes all calls received by a skill expression, which generally includes more than one operator.

Therefore, as agreed to during the Interview, Brooks does not disclose "a document feature extraction part that extracts a plurality of documents generated by one operator from said document management part," as recited in claims 1 and 25.

Claims 5 and 26

The Office Action asserts that Brooks discloses that each call is associated with a skill expression that identifies the skills that are relevant to effective handling of the call" (Office Action, page 4.) The skill expression does not include job order relations, but instead only identifies the skills relevant to the effective handling of the call (See col. 5, lines 39-45.) Job order relations include items of authority levels of responsible staff members and related jobs, for example (See specification, page 33.) Brooks does not disclose hierarchy or ordering of jobs, and therefore does not disclose job order relations, in the skill expression. Accordingly, Brooks does not disclose "a task management part that analyzes job order relations based on electronic data transmitted/received among operators," as recited in claims 5 and 26.

Furthermore, if any analysis is made of the call or job order, according to the Office Action, the analysis is based on a skill expression associated with the call, and not on electronic data transmitted/received among operators. Nowhere in Brooks is it disclosed that electronic data transmitted/received among operators is used for analysis by a task management part. Therefore, Brooks does not disclose the subject matter recited in claims 5 and 26.

Claims 7 and 27

The Office Action asserts that Brooks discloses "a skill summary report organizes the data by skill expressions, rather than by agents" (Office Action, page 5.) However, this skill summary report does not extract features of the jobs of the operators, from distribution of the conversations extracted by said conversation management part. The conversations extracted by said conversation management part were identified in the Office Action as additional information gathered by means of interactive voice response (IVR) input and database lookups (See col. 5, lines 50-54.) For example, customer database retrieval allows call management to determine a customer history and customer preferences (Office Action, page 5.) The skill summary report does not use the conversations extracted by said conversation

management part (IVR and database lookups), from which to extract the features of jobs of the operators. Therefore, Brooks does not disclose the subject matter recited in claims 7 and 27, of a "job feature extraction part that extracts features of the jobs of the operators from distribution of the conversations extracted by said conversation management part."

In view of the above, and as agreed to during the Interview, Brooks does not disclose the subject matter recited in independent claims 1, 5, 7, 25, 26 and 27. Claims 2-4, 8-13, 15-20, 22 and 24 depend from claim 1, and claim 6 depends from claim 5. Accordingly, Brooks does not disclose the subject matter recited in claims 1-13, 15-20, 22 and 24-27. Applicants respectfully request that the rejection of claims 1-13, 15-20, 22 and 24-27 under 35 U.S.C. §102(e) be withdrawn.

Claims 14, 21 and 23 are rejected Under 35 U.S.C. §103(a) over Brooks et al. in view of Machin et al. (U.S. Patent No. 6,038,544). This rejection is respectfully traversed.

The Office Action admits that Brooks "does not specifically teach generating graphs, recording voice conversations or allowing operators to input comments," but that Machin teaches an operator performance evaluation system and method that rates and ranks operators. Machin also "plots performance data on a graph, allows operators to input additional information as remarks, and also receives and records input conversation as voice data in digital format." However, as agreed during the interview, Applicants respectfully submit that Machin does not "extract a plurality of documents generated by one operator from said document management part" and therefore Machin does not remedy the deficiency of Brooks with respect to claim 1.

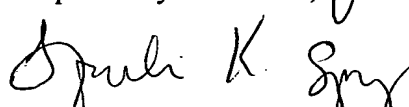
Machin discloses a system "for determining the performance of a user responding to a prerecorded call. Generally, system 10 presents stored audible and textual information to a user to simulate the call." (See Machin, col. 2, lines 36-39.) Nowhere in Machin is it disclosed that a plurality of documents is generated by one operator. Therefore, Machin does not remedy the deficiency of Brooks in relation to the subject matter recited in claim 1, of "a

document feature extraction part that extracts a plurality of documents generated by one operator." Claims 14, 21 and 23 depend from claim 1, and therefore, the subject matter recited in claims 14, 21 and 23 is not disclosed by Machin or Brooks, either alone or in combination. Applicants therefore respectfully request that the rejection of claims 14, 21 and 23 under 35 U.S.C. §103(a) be withdrawn.

In view of the foregoing, Applicants submit that this application is in condition for allowance. Favorable reconsideration and prompt allowance of claims 1-27 is earnestly solicited.

Should the Examiner believe that anything further is desirable in order to place this application in even better condition for allowance, the Examiner is invited to contact the Applicants' attorney at the telephone number listed below.

Respectfully submitted, 



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